THE PULSE

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New England Deaconess Hospital Employees

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JOSEPH K. CHAMBERLIN

It would be a difficult job to find a person with anything but a good word for "Joe" Chamberlin — he is well liked by everyone.

Born in Winsted, Connecticut, on January 11, 1908, he has lived the normal life of all struggling humans. Evidently he started flashing his winning smile at an early age for he says he has been gainfully employed without a break since he was eleven years old.

Mr. Chamberlin went through grade school and high school in Winsted, and then came to Boston and was graduated from the Massachusetts College of Pharmacy in 1931. Since that time he has worked for Peterson's Drug Store, William S. Merrill Drug Company, and finally joined the New England Deaconess Hospital on February 10, 1942, as Chief Pharmacist.

Through Mr. Chamberlin's efforts the hospital pharmacy is one of the most up-to-date and efficient hospital pharmacies in the state. The Apothecary, our retail outlet, is one of the show places of the hospital and Mr. Chamberlin keeps it well stocked and attractively arranged. By courteous quick service he maintains an unusual, large mail order business — unique to most hospitals — the major portion of which is in diabetic supplies.

In 1946, he took over the duties of Purchasing Agent, along with those of Chief Pharmacist. He does all the purchasing for the hospital except the food and engineering supplies. This includes uniforms, gauze, bed pans, paper clips, Christmas candy, greeting cards, surgical supplies, china, glass and kitchen ware — just to mention a few items to show the variety in the supplies which he buys.

Mr. Chamberlin met his wife (a Deaconess graduate) while employed at Peterson's Drug Store. They have three children — Gail, 13; Lee, 10; and Bobby, 4½ — who are as nice and well-behaved as any children could be. Their home is in Westwood, where Mr. Chamberlin is very active in town activities. He is a member of the Westwood Square and Compass Club and Westwood Men's Club. Some day we expect to hear that he has taken over the office of Mayor of Westwood.

His hobbies are mostly of the handyman type — he recently remodelled and enlarged his house with a minimum of smashed fingers. A few years ago, he spent his vacation constructing a swimming pool in his back yard. He is fond of baseball, swimming, and bowling. He claims he is a 90-average on the bowling. Mr. Chamberlin is a good piano player — and can keep any party going. He is now sporting a fancy new Plymouth equipped with double brake linings and heavy duty tires. It's that blue streak that seems jet propelled. It's fun to ride with him — but take out ample insurance first!

On the serious side, Mr. Chamberlin is a member of the Massachusetts Society of Hospital Pharmacists, American Society of Hospital Pharmacists, American Pharmaceutical Association.

Annie L. White and
Charles F. Schraub

THANKSGIVING GREETINGS

The season of cranberry and turkey brings once again a gracious invitation from Dr. Cook to all employees to Thanksgiving dinner at the cafeteria. Those who accepted the invitation last year were rewarded with a bounteous repast and a party-like atmosphere. If you are interested in accepting this year — please speak to your department head. Wherever you spend the day — we wish you good food, good friends, and good fellowship to make it a happy holiday.

HOSPITAL DEPARTMENTS
CREDIT OFFICE

Number Seven of a Series

One day a doctor walked in and said, "Well — whose heart's blood are you out for today?" —! Unfortunately some patients, as well as some of our own employees, have a tendency to regard the Credit Office as hardboiled and nasty. This is far from the truth, as we strive to be kind and sympathetic. We hope we may eradicate this bad impression.

It is true that our function is primarily to see that bills are paid, and the number of people who need financial consideration is increasing. However, it is a privilege to work for a hospital where it is possible for people who have difficulty paying bills to make financial arrangements in keeping with their ability to pay. We make time arrangements, and are able to allow a limited amount of free work in cases of real hardship. It is often difficult to decide just how much help we should give. While we expect people to have their bills paid when they leave the hospital, when this is impossible (and we find this out by talking either with the patient or his relatives) we work out a mutually satisfactory payment plan of which we keep a record. At present we are following about 400 accounts. Almost all the people with whom we talk are willing and even anxious to pay their bills.

Since we talk to people, and people are both funny and tragic, we have amusing and pathetic experiences. There was a patient who went home to Kansas, bill unpaid, to sell his car. He returned in a few weeks, bill still unpaid, and we found that he actually had said "cow" instead of car, and that Bossy was still unsold!

It is often necessary to go to a patient's room to explain charges on his bill. We feel that a patient is entitled to know in detail about these charges. For us this often means going through a number of records to find the original itemized classified charge slip. Another service is making insurance allowances for patients. Since there are many insurance companies, many group as well as private plans, each action of this kind requires individual attention from this office. We also explain Blue Cross allowances. In trying to make clear the complications of the Blue Cross contract, we sympathize readily with the patient's confusion of the benefits involved. Blue Cross rejection is often a shock to a patient who has depended on it. Sometimes we are able to help straighten out this sort of situation.

After all this — if there is still doubt about the humanitarian efforts of the Credit Office, please stop in for further details from either Mrs. Gertrude S. Kimball or . . .

Mrs. Katherine Q. Carson

CHECKS

Evidently there are some of us sufficiently affluent to hold pay checks a considerable length of time before cashing. Not many, mind you,— but even a few cause a great deal of extra figuring for the payroll office. Prompt cashing of pay-checks would be greatly appreciated.

Some folks and their rubbish are parted with ease.
They just let it drop without even a sneeze!
The corners they clutter with this and with that —
And they'd probably laugh if you should fall flat.
There are places provided for you and your tin —
Just pick it up and put it in.
And if a puddle you usually hop —
Next time — why don't you use a mop?

— Marjorie R. Pond

CANCER DETECTION CLINIC

The American Public Health Association, and the State Department of Public Health honored the Deaconess Hospital on Sunday afternoon, November 7 when their meeting was used to announce officially the opening of the Cancer Detection Center at the Palmer Memorial Hospital. Dr. James S. Simmons, Dean of the Harvard School of Public Health; Dr. Austin V. Deibert, of the American Cancer Institute; and our own Dr. Leland S. McKittrick, were the speakers.

The Palmer Cancer Detection Center is an attempt to define the place of the detection center in a cancer control program. Patients coming to it are apparently in good health, and the examination is slanted towards finding any incipient cancer.

COMMUNITY FUND

We have received the sincere thanks of the Greater Boston Community Fund for the amount of $2,361.57 which was donated in cash and pledges by our employees, and we would like to express our appreciation to all who cooperated in making our drive a success.

It does not seem to be generally understood that donations in the form of pledges can be deducted from one's salary in *three equal payments only*, and will be done in the months of March, April, and May, 1949. There have been many requests for other arrangements, but we are obliged to adhere to the above system.

COMMITTEE ON LABOR RELATIONS

Mr. Lowry presided at the meeting of the Committee on Labor Relations which was held on October 19, 1948 in Baker Classroom.

Mr. Lowry asked that the representatives request the employees in their departments to reduce drastically outgoing personal telephone calls, making them only when absolutely necessary and talking the shortest possible time. Incoming personal calls, too, should not be prolonged. All these calls interfere seriously with essential hospital communications.

The chairman announced that as of the present time, an employee who resigns after one year's employment will receive full terminal vacation, instead of half the vacation time as was the previous policy.

Mr. Robinson reported for the Deaconess Mutual Benefit Association which is being formed. The membership cards are now ready, the committee will meet in the near future, and arrangements will be made for the cards to be given out.

The secretary was asked to send a memo to all department heads asking that an election be held in each department for representative and alternate to the Committee on Labor Relations for 1948-1949, and that they hold a meeting of their employees the day before the meeting of the Committee on Labor Relations each month so that representatives may be instructed what problems to bring up for the department.

The suggestion was made that signs be posted in the Employees Cafeteria directing visitors to the proper dining room. The chairman announced that this suggestion would be carried out.

It was voted to have the meeting of the Committee on Labor Relations at 2:15 P. M. on the second Thursday of each month in Baker Classroom.

Respectfully submitted,
Gladys R. Harrison.

VESPER SERVICES

Vesper services conducted monthly in Harris Hall, though arranged by the students, are for all employees who are interested. Everyone is welcome, so watch for announcements.

JOIN JOIN JOIN

The Deaconess Employees Mutual Benefit Association held its organizational meeting on November 1st. Membership in this group is open to all employees. This group has been organized to provide benefits of $10 weekly to members in case of illness after the first week, with maximum benefits of up to and including ten weeks. At present, it is also planned that this group will take care of flowers at time of sickness and death.

The dues will be but 25 cents per month. If six months' dues are paid in advance, the dues will be $1.25, a saving of 25 cents. This will facilitate the bookkeeping transaction. The representatives of the various departments will collect the dues from the employees in that department. The initial dues will be collected on November 20.

Socially, the group plans a dance later in the season, with a picnic when warm weather rolls around again.

Suggestions and ideas are welcome.

Copies of the By-Laws have been posted in the various departments. If further information is desired, representatives of the departments will be glad to discuss it with you. They are:

Administration — Josephine Magliocca
Dietary — Catherine Grady
Housekeeping — Eva Gifford
Laboratories — Natalie Fossati
Maintenance — Herbert Robinson
Nursing — Elinor Keresey
Out-Patient and Social Service — Maude Maher
Personnel — Berta George
Pharmacy and Purchasing — Eileen Buckley
X-ray — Thelma Brooks

BOWLING SCORES
November 1, 1948

Team		Pts.	Total Pinfall	Next Oppo.
Team 6	Mr. Karman, Capt.	23	8031	Team 7
Team 5	Mrs. Walker, Capt.	21	7841	Team 8
Team 1	Dr. Cook, Capt.	20	7662	Team 3
Team 9	Miss James, Capt.	14	7019	Team 4
Team 7	Miss Carberry, Capt.	12	7087	Team 6
Team 3	Mr. Sabine, Capt.	11	7380	Team 1
Team 8	Mr. Gould, Capt.	9	7020	Team 5
Team 10	Miss Marshall, Capt.	5	6792	Team 2
Team 4	Mr. Emery, Capt.	4	6720	Team 9
Team 2	Miss Brown, Capt.	1	6505	Team 10

High Single String: Men: Mr. Lowry, Team 1, 112. Women: Miss Kerrigan, Team 1, 103.

High Total Pinfall: Men: Mr. Leone, Team 5, 304. Women: Miss Kerrigan, Team 1, 273.

RIDING (HORSE, THAT IS)

The riding enthusiasts from Surgery and Nursing are still going strong, and are eager to have any other girls who are interested join them. A new class is being organized to begin November 29. If you are interested, please contact Miss Eloise Schumacher, D.O.R., before November 27, for further information. There are already several new girls who plan to start, so beginners need not be timid — you will not be alone.

GLAD TO SEE YOU

These full-time permanent employees were welcomed in October:

Blood Bank
Bettyjean Gallagher

Chemistry
Sonya Beck
Ruth Thomas

Dietary
Virginia Boone
John Hart
Barbara Merchant

Housekeeping
Sarah Hazlett
Maud Houle
Ann Patterson

Laundry
Charles Gould
Leland MacCormack

Maintenance
Charles Esterburg

Nursing
Ruth Bicknell
Lexie Chase
Barbara Clemence
Luella Dickerson
Janet Francisco
Claire Hannon
Barbara Kingman
Catherine MacKinnon
Jean Pike
Catherine Rubeor
Marilyn Sabine
Barbara Schofield
Carolyn Smith
Rita Studer
Thelma Williams
Claire Wilson

Pathology
Anne McDonald

Solution Room
Elisabeth Fader

Surgery
Norma Beattie
Chauncey Moore
Geraldine Stannard

X-ray
Evelyn Ellis
Dorothy Gregg
Jane Sullivan

HOUSEKEEPING AND LAUNDRY

Mrs. Catherine O'Brien is in the City Hospital recovering from an accident which happened about three weeks ago.

Mr. Walter C. Emery spoke on "Laundry Problems from a Purchasing Standpoint" at the Purchasing Agents' Clinic held November 5 at the Hotel Somerset.

NURSING

November 1 and 2 a great many from our department attended the Massachusetts State Nurses' Association meetings at the Hotel Statler. Miss Margaret Shrader participated in the panel "Nursing in the 20th Century." Most of us felt that this was one of the most interesting features of the meetings. The discussion was based on the book Nursing In The Future, by E. Brown — a new approach to the problems of nursing.

With the coming of Fall, many are tending to books again — Misses Olive Nelson, Elinor Keresey, Jane Marshall, Evelyn Kirschbaum, Ruth Pendleton, Barbara Broadbent, and Anne and Emilie Borek all have classes at Boston University.

Pauline Kelly has recently become engaged. She says that's what happens when you have one of those rare Sundays off! The wedding will be in June.

Patricia Hawley is now at Stanford Hospital in Connecticut.

Sara Caddes, who left Palmer 3 to undergo a major operation, writes from North Dakota that she is feeling much better. As a matter of fact, she has gained twelve pounds.

Clarice Poole is planning to be married on November 20.

Miss Edith Chamberlain, Miss Dorothy Wells, Miss Betty Thompson, and Miss Roberta Murdoch held open house at their apartment in Jamaica Plain on November 3. The house was full, as well as open, and everyone enjoyed themselves.

Connie Birse has recently become Mrs. James Douthart.

We have all been sorry to hear that Dorothy Eaton head nurse of Deaconess 3 South, has been on complete bed rest for a fractured pelvis. She was thrown from a horse several weeks ago.

PATHOLOGY

Pathology claims to be the largest department in the hospital, extending from Pilgrim Road to Kent Street. We announce that the laboratory in the barn on Kent Street is finally occupied. Nancy Trowbridge presides.

Have you noticed how quiet second floor Baker is? Well, we haven't yet gotten over missing Marguerite LaDucer. Maggie writes us that life as Mrs. William Rossiter is so enjoyable that she doesn't even feel lost without her typewriter.

Recent visitor — Sis (The Voice) Alexander. She reports favorably on the physical and mental growth of her son. Her husband is still in the Army Medical Corps on Guam.

With the onset of colder weather, the bugs have been at us again. Barbara Kincaide had a long session and we are happy to have her back. Elaine Higgins expects to be back at work soon.

PURCHASING

Mr. Joseph K. Chamberlin, Purchasing Agent, attended the American Hospital Association Institute on Hospital Purchasing held at the Hotel Somerset, November 1-5.

RECORD ROOMS

Marjorie Davis Rodriguez is happily located in Chaultepec, Mexico, and is enjoying life there very much indeed. She sends her greetings to all her former friends at the Deaconess.

On Saturday, October sixteenth, Miss Ella Needham entertained the staff of the Record Rooms at her home in Duxbury. We couldn't have had a more perfect day or a more delightful time.

Palmer Record Room would be grateful if whoever walked off with their electric clock on the last holiday would walk back with it on the next. Please — we need it.

SOCIAL SERVICE

Everyone in the OPD and Social Service Departments gathered for a "coke" party to help Miss Ruth Sherman celebrate her birthday on November 5. Dr. Chang tried valiantly to make a little speech, but, against the chattering power of twelve women, it remained nothing more than a noble effort.

Mrs. Paine, the librarian, is planning a group of meetings devoted to the reading and discussion of a number of great books, open to all those interested.

The OPD door opened the other day and who should walk in but Betty Downey, one of our old friends. She was being admitted to the hospital but stopped by to say hello. We all certainly hope that she will be feeling much better very soon.

During the past year, the Social Service Department has been sending parcels to a family in Holland who were hard hit by the war. They have recently reciprocated by sending us a package of almost 100 bulbs of crocuses, hyacinths, tulips, and so forth, which the various members of the department are planning on planting in the spring.

Mrs. Jameson has brought to our attention two cases of real sacrifice in behalf of the hospital. One concerns a 70-year-old lady who saved from her $20 weekly income for five years in order to repay $50 free work which had been given to her. The other is of a 79-year-old lady who received free work here twelve years ago and has been saving and sending in small payments with complete repayment as her goal. She was told not to send it in if it were a sacrifice, and she replied that it was a satisfaction rather than a sacrifice. She earned the money over a period of several months doing small services for various people and really wanted the hospital to have it.

SURGERY

We neglected to mention in the last issue that Norma Davis and Virginia Diggdon (Deaconess 3- spent their vacations in Louisiana. The girls traveled by car and did a lot of sightseeing.

Many of us are sorry to hear that Dr. Joseph Connolly, who was with the Lahey Clinic Anesthesia Department, left a few weeks ago for his home in California. We will always remember him for his cooperation and pleasant personality.

Aileen Jessup, one of our former O. R. nurses, became Mrs. Thomas Rogers Vick Roy on October eighteenth, in Athens, Michigan. We wish the best of luck and happiness to both of them.

Word has been received from Drs. Kenneth Livingston and Edward Davis that their office for the practice of Neurosurgical Surgery will be located at 806 S. W. Broadway, Portland, Oregon.

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